

Behavioral Health Integration – Starting the Conversation

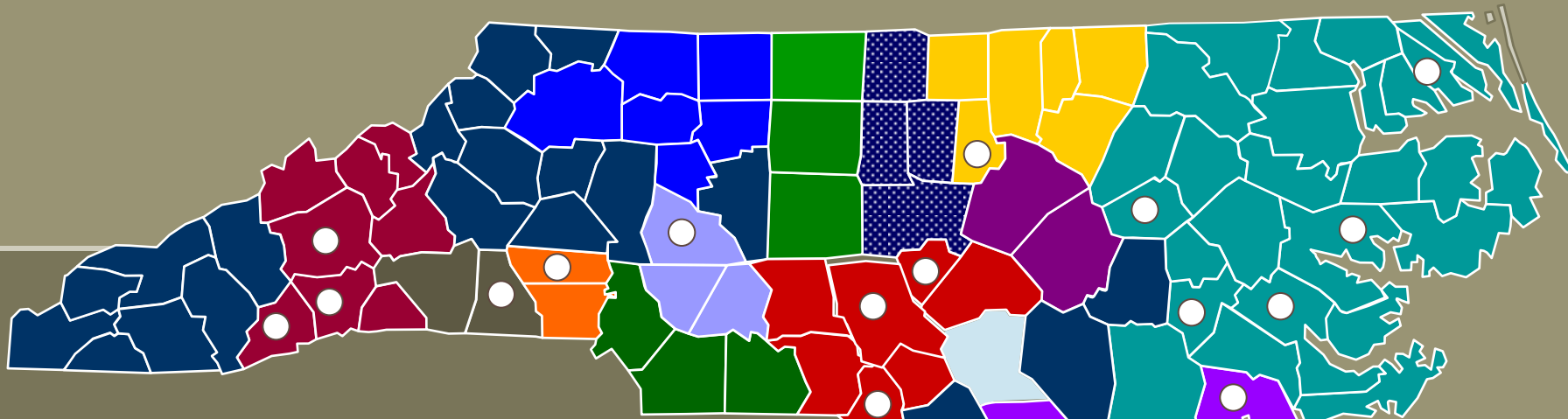
Dr. Mike Lancaster

Director of Behavioral Health Program

Community Care of North Carolina, Raleigh, NC



Community Care of North Carolina



- AccessCare Network Sites
- AccessCare Network Counties
- Access II Care of Western NC
- Access III of Lower Cape Fear
- Carolina Collaborative Comm. Care
- Carolina Community Health Partnership
- Central Piedmont Access II
- Comm. Care Partners of Gtr. Mecklenburg
- Community Care Plan of Eastern NC
- Community Health Partners
- Northern Piedmont Community Care
- Partnership for Health Management
- Sandhills Community Care Network
- Southern Piedmont Community Care Plan
- Community Care of Wake and Johnston Counties
- Central Care Health Network

- **Why do Integrated Care ?**
- **What are the resources currently available?**
- **What is the focus of Integrated Care ?**
- **How do you measure the success ?**



What does the Research Say?

- ▶ Surgeon General Report says that 20% of the population has a mental health diagnosis
- ▶ Nearly 70% of all health care visits have a psychosocial component (Fries, et. Al 1993, Shapiro et al., 1985)
- ▶ 67% of all psychopharmacological drugs are prescribed by primary care physicians
- ▶ Simon report (1992) suggests that on average, primary care patients with even mild levels of depression use two times more health care services annually than their non-depressed counterparts

Workforce

- Primary Care and Psychiatry - inadequate resources and poorly distributed
- Increase in Medicaid covered population - estimated 400,000-600,000 in NC in 2014
- Over-representation of 21-64 year olds in new Medicaid = Substance Abuse (SA) issues
- Current delivery model of care overwhelmed - mid-level, telemedicine, triage

Models of Care

- **Based on Chronic Care Models**
 - Diabetes, Asthma, CHF
 - Depression, ADHD, Substance Abuse
- **Co-Location of Care (Bi-Directional)**
 - Licensed Behavioral Health (BH) professional within practice
- **Integration of Care**
 - Principles of BH prevention, early identification, Mental Illness (MI) are part of practice
- **Four Quadrant Model**

Resources in NC

- **One million plus Medicaid lives in CCNC**
- **Medical Homes in CCNC**
 - 14 Networks- local control
 - 1400 Practices
 - 4,000 PCP providers
- **Behavioral Health**
 - 10 FTE psychiatrists in the 14 networks
 - Full-time Behavioral Health Coordinators in each Network
 - Specialty behavioral health network

Initial Focus

- **Navigating the MH/SA system**
- **Motivational Interviewing**
- **Generic prescribing in depression**
- **Other:**
 - Screening tools- prevention/early intervention
 - Pain management
 - Palliative care

Generic Prescribing

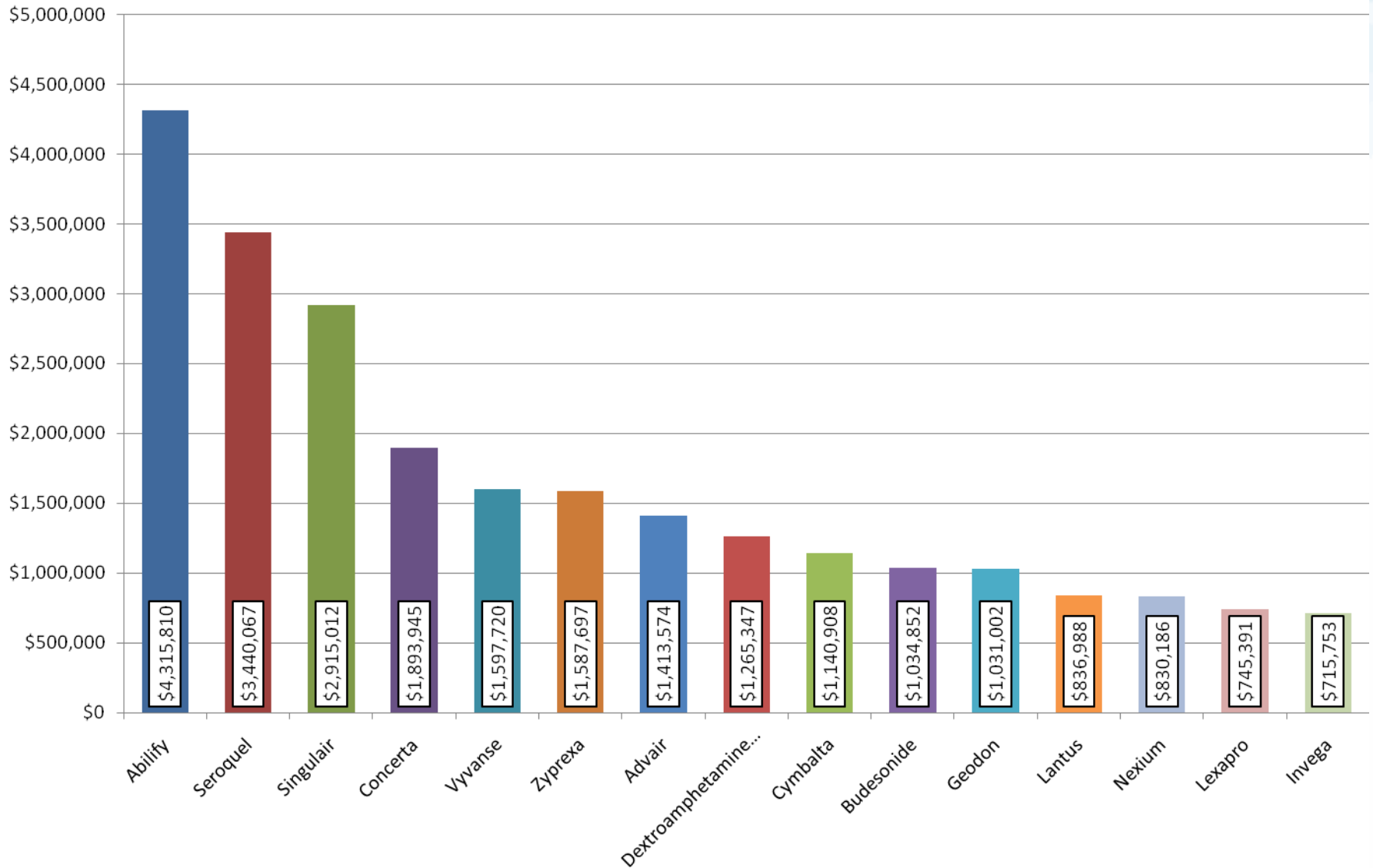
- **Develop tools for Primary Care Provider (PCP) decision making**
- **Academic Detailing using network psychiatrists**
- **Possible use of generic samples**
- **Limited ability for pharmacy Prior Approval (PA) in NC with Behavioral Health Medications**
- **In NC, each 1% increase in generic utilization saves \$8-10 million**

Generic Prescribing in Depression



- 77% generic utilization in SSRI class (\$9.35 average cost of fill)
- 65% generic utilization all antidepressants classes
- SSRI utilization 23% Brand; 78% of cost (\$108 average cost of fill)
- Lexapro and Cymbalta in top 15 of costliest meds in Medicaid (10/15)
- In last month, \$1.9 million spent

NC DMA Top 15 by Drug Name- May 2010 (all strengths of drug reported aggregately)



Quality Monitoring

- **Data Mining**
 - Informatics Center
 - Pharmacy Home
- **Compliance with Quality measures**
 - Depression - improvement in serial PHQ-9
 - ADHD- 30-day follow-up visit; continuity of medication adherence
 - SA- use of SBIRT

Informatics Center

- **System Data**
- **Individual Point of Care Data**
- **Pharmacy Data**
- **Quality Outcome Data**

Hospital census indicates a Medicaid patient has been admitted... is this someone a care manager should

Report Manager - Windows Internet Explorer

https://icreports.n3cn.org/Reports/Pages/Report.aspx?Item

File Edit View Favorites Tools Help

Report Manager

North Carolina Community Care Networks Informa
Home > Southern Piedmont Community Care Sta
Patient Snapshot - Searchable

View Properties History Subscriptions

New Subscription

Year/Qtr 2009Q3 Search By Last

Search for Patient

Patient Snapshot July 2010

Patient Name: [REDACTED] **DOB:** [REDACTED]

County Of Residence: ROBESON **MID:** [REDACTED]

Network: ACCESSCARE **NON-DUAL**

PCP: Lumberton Internal Medical Group

PCP County: ROBESON

CM Last/First Name: Jones, RN, BSN, Conchata **CM Status:** Deferred

Billing MH Therapy Provider: SOUTHEASTERN REG MENTAL HLTH

Billing Enhanced MH SVC Provider: SUNSHINE CENTER, INC.

CAP Program:

Program Eligibility: MAD **Living Arrangement:** PRIVATE LIVING

Admit Date: _____

DX: _____

Room No: _____

Phone No: _____

DIC Date: _____

DATA BELOW REFERENCES CHRONIC CARE REPORTS DATED: July 2010 **Currently CCNC Enrolled as of 8/1/2010:** Yes

Claims With Dates of Service July 1, 2009 To June 30, 2010

CM Name, CM Status and Date Last Task Complete as of: 08/26/2010

CCNC Screening: ☐ **CCNC Priority:** YES **LME Priority:** ☐ **Priority Score:** 4 **Date Last Task Completed:** 08/23/2010

Utilization:

# OP Billers:	6	IP MH Admissions:	0	ED Visits:	1	PCP Visits:	4	Monthly Avg Prescriptions:	7.7
OP Visits:	12	IP Non MH Admits:	4	ED Visits (MH/SA Primary Diag):	0	CSS Visits:	96	Monthly Avg MH:	2.3
MH Therapy Visits:	2	Readmissions:	1	ED Visits (MH/SA 2nd-5th Diag):	0				

Medicaid Costs for 12 months:

Enrollment Months:	12	Inpatient Cost:	\$18,786	PDN Cost:	\$0
Total Cost:	\$80,786	ED Cost:	\$113	Total Drug Cost:	\$4,237
MH DD SA Cost:	\$16,238	DME Cost:	\$10,091	MH Drug Cost:	\$2,648
Non MH DD SA Cost:	\$44,527	PCS Cost:	\$7,834	LTC and SNF Cost:	\$0
CSS Cost:	\$12,886	HH Cost:	\$0	Known Medicare Cost:	\$0

Conditions: (CH = Chronic disease of the ...)

Diabetes:	<input type="checkbox"/>	COPD:	YES	HTN:	YES	Heart Failure:	YES
Heart Attack:	<input type="checkbox"/>	Ischemic Vascular:	YES	Asthma:	YES	CH Kidney:	<input type="checkbox"/>
CH Liver:	<input type="checkbox"/>	CH GI:	<input type="checkbox"/>	Stroke:	<input type="checkbox"/>	CH Neurological:	<input type="checkbox"/>
Pressure Ulcer:	<input type="checkbox"/>	Musculoskeletal CONN:	<input type="checkbox"/>	Cancer:	<input type="checkbox"/>	Dementia:	<input type="checkbox"/>
MH Indicator:	YES	DD Indicator:	<input type="checkbox"/>	Depression:	YES	Depression Psychotic:	<input type="checkbox"/>

Patient has PCS and mental health service providers, saw psychiatrist in May...

but last saw PCP in January and cardiologist in November



Welcome: test capcp

Provider Portal

Community Care of North Carolina

Patient Search:

[Logout](#)

[Clear All](#)

<input checked="" type="radio"/> Medicaid ID	<input type="text"/>		
<input type="radio"/> Last Name	<input type="text" value="Exact"/>	Birth Date	<input type="text" value="mm/dd/yyyy"/>
<input type="radio"/> Last Name	<input type="text" value="Partial"/>	First Name	<input type="text" value="Partial"/>
		Birth Year	<input type="text" value="yyyy"/>

Care Coordination

[Print this Page](#)

Resources:

CCNC Network: **AccessCare**

Care Manager: **Conchata Jones, RN, BSN**

Care Management Status: **Deferred**

Phone: **(877) 570-0001**

Fax: **(919) 468-8573**

Network Pharmacist: **Trista Pfeifferberger, PharmD**

Phone: **(919) 228-2304**

Fax: **(919) 468-8591**

Mental Health Local Management Entity (LME): **Southeastern Regional LME**

Phone: **(800) 670-6871**

Health Check Coordinator:

Phone:

Most Recent Service Providers:

Type	Name	Phone	Date Last Billed
Pharmacy	HEALTHKEEPERZ PHARMACY	(910) 522-0002	7/30/2010
Personal Care Services	WE CARE FOR YOUHOME CARE INC	(910) 735-0500	7/30/2010
Enhanced Mental Health Services	SUNSHINE CENTER, INC.	(910) 734-8549	3/9/2010
Mental Health Services	SOUTHEASTERN REG MENTAL HLTH	(910) 738-5261	2/2/2010

Most Recent Office Visit Providers:

Billing Provider	Billing Provider Phone	Attending Provider	Attending Provider Specialty	Date Last Billed
LUMBERTON SURGICAL ASSOCS PA	(910) 738-8556	WILLIAMSON,BARRY,E	GENERAL/THORACIC SURGERY, PROCTOLOGY	6/29/2010
SUNSHINE CENTER, INC	(910) 738-7077	PURDY JR,RANDALL,L	PSYCHIATRY	5/14/2010
LUMBERTON INTERNAL MED GRP	(910) 272-8800	MONTILUS,MAC,A	INTERNAL MEDICINE	1/11/2010
SOUTHEASTERN CARDIOLOGY PA	(910) 671-6177	BEKIC,GEORGE,P	CARDIOLOGY	11/13/2009
MOUSER,TIMOTHY,S	(910) 738-4856	MOUSER,TIMOTHY,S	OPHTHALMOLOGY	11/12/2009
CAPE FEAR PODIATRY ASSOCIATES PA	(910) 484-4191	THOMPSON,MATTHEW,J	PODIATRY	10/28/2009

The Results We're Looking For!: Tracking Processes and Outcomes at Patient, Practice, Network, and Program Level



Community Care of North Carolina

6701007 - Access II Care of Western NC

Quality Measurement and Feedback Initiative

Claims-Derived Measures, Year Ending Mar 2010 vs. Mar 2009

Disease Management and Cancer Screening

Asthma	YEAR ENDING	ASTHMA PATIENT COUNT	MEMBER MONTHS	IP ASTHMA VISITS	ED ASTHMA VISITS	BETA AGONIST OVERUSE DENOM	IP ASTHMA PER 1000 MM	ED ASTHMA PER 1000 MM	BETA AGONIST OVERUSE PERCENT
ACCESS II CARE OF WESTERN NC	Mar 2009	864	9,994	9	41	855	0.9	4.1	0.9%
ACCESS II CARE OF WESTERN NC	Mar 2010	1,058	12,282	4	46	1,047	0.3	3.7	0.8%
ALL NETWORKS	Mar 2009	18,345	213,197	304	2,217	17,983	1.4	10.4	1.2%
ALL NETWORKS	Mar 2010	21,962	255,419	322	2,517	21,563	1.3	9.9	1.2%

Diabetes	YEAR ENDING	A1C TESTING DENOM	EYE EXAM DENOM	CHOLESTEROL SCREENING DENOM	NEPHROPATHY SCREENING DENOM	A1C %	EYE EXAM %	CHOLESTEROL SCREENING %	NEPHROPATHY SCREENING %
ACCESS II CARE OF WESTERN NC	Mar 2009	478	470	444	470	87%	54%	64%	82%
ACCESS II CARE OF WESTERN NC	Mar 2010	530	518	492	518	85%	52%	66%	80%
ALL NETWORKS	Mar 2009	11,818	11,701	11,145	11,703	86%	53%	73%	83%
ALL NETWORKS	Mar 2010	12,806	12,671	12,027	12,675	86%	54%	74%	84%

Heart Failure	YEAR ENDING	HEART FAILURE PATIENT COUNT	MEMBER MONTHS	IP CHF VISITS	IP CHF 30 DAY RE-ADMITTS	LVF ASSESSMENT DEMOM	IP CHF RATE PER 1000 MM	IP CHF 30 DAY RE-ADMISSION PERCENT	LVF ASSESSMENT PERCENT
ACCESS II CARE OF WESTERN NC	Mar 2009	55	625	12	2	48	19.2	16.7% *	87.3%
ACCESS II CARE OF WESTERN NC	Mar 2010	64	736	7	0	60	9.5	0.0% *	93.8%
ALL NETWORKS	Mar 2009	1,770	20,423	719	173	1,679	35.2	24.1%	94.9%
ALL NETWORKS	Mar 2010	1,782	20,754	707	115	1,713	34.1	16.3%	96.1%





The Pharmacy Home Project

Premise of the Initiative

“Create a Pharmacy Home, virtual or otherwise, where drug use information from multiple sources* is gathered to better inform prescribing and intervention strategies”

*(Medical Chart, Claims, Patient, Home Visit, Pharmacist and Case Manager)



Focus of Center for Medicare/Medicaid Innovation (CMI)



- Build on the current foundation of Medical and Healthcare Homes.
- Integrate patient centered medical homes with Accountable Healthcare Organization strategies.
- Invest in advance optimization of medical and healthcare homes scope of service, capacity, and capabilities.
- Continue to test various payment methods to support medical home expansion.



DISCUSSION